



Department of Child Services

DCS Hotline Fact Sheet

March, 2011

How We are Performing

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|---|------------------------|
| Total Number of Calls Handled During March | 13,192 |
| Average Number of Calls per Business Day | 519 |
| Average Number of Calls per Weekend/Holiday | 161 |
| Average Speed of Answer for Law Enforcement with Access Code | 43 Seconds |
| Average Speed of Answer for non-law enforcement calls | 2 minutes, 10 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 11 minutes, 19 Seconds |
| Total Number of Calls Received Year to Date | 35,485 |

